

CTS Advisory Council

October 3, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Sue Langen (DSHS), Cathy Munson (LSC), Bob Lanouette (LNI), Mike McVicker (ESD), Grant Rodeheaver (WDOT), Ron Seymour (DFI), Doug Hoffer (DOC), Debbie Stewart (ECY), Dan Mercer (CTS), and Rob St. John (CTS).

Guests: Bruce Shurtz (CTS), Ron Matthews (CTS), Karen McLaughlin (CTS), and Wendy Huff (CTS)

Rob St. John (CTS) spoke about customer service. He asked the Council to keep the lines of communication open, let him and Christy know if they aren't getting the customer service they need, or if there is an issue that needs to be discussed. CTS strives to be cost competitive as a utility service provider but can't always do everything that is requested.

Sue Langen (DSHS) said it would be helpful to have a clear path identified for CTS service requests. Christy stated the service intake process is being reviewed for process improvement. She also said it would be helpful to know what services CTS should be looking at, what is coming, etc., so CTS can be proactive instead of reactive and that the Council is a perfect place to have those conversations. She would like to have conversations at the Council first, set a cohesive path and direction, and then share the information with the CIO's at the CIO Forum.

Debbie Stewart (ECY) asked what work CTS is doing towards the OCIO Strategic Plan and how the agencies could assist. Rob said he is looking to the Council to assist in identifying the priorities; developing the mandatory requirements; and will lean on the group for clear problem statements. Services that are developed should have value added; ensure agencies are ready and willing to use it; and be cost-effective (or have a cost savings). He also said using an enterprise approach comes with its own set of challenges by trying to accommodate everyone, with one approach. Doug Hoffer (DOC) said identifying tactical priorities at CTS and sharing that information with the agencies will help them collectively prioritize.

Christy announced Dan Mercer (CTS) has a new title and role of Chief Technology Officer. In his new role, he will be setting the strategic direction for CTS and a lot of prioritization issues discussed will fall under his purview. A list of CTS' major efforts is under development, which will help with prioritization. Once completed, Christy will send it to the Council for review and discussion.

ADFS Charter

Ron Matthews (CTS) gave a project update. The receipt and installation of the servers has been delayed, and they are not scheduled to ship until October 5th. The overall project schedule will not be affected.

Rob said Apptio will be the first application to use the new ADFS service. CTS will approach each request for SaaS federation using ADFS as a separate project. It would be helpful to have an inventory of planned uses for ADFS so CTS can prioritize and estimate workload.

Karen McLaughlin (CTS) said ADFS has a number of requirements and the application has to be able to support them. She sent out a briefing paper for agencies to use as they meet with vendors that identifies the necessary requirements. Council members asked for documents and/or information to be available on a site for all agencies can access.

Action Items

CTS will poll customer agencies to identify their planned uses for ADFS.

GAL Sync for Leg

Karen reported on the Global Address List Synchronization (GAL Sync) Service Inquiry. Agencies that have not joined the Enterprise Active Directory need to find and communicate with agencies/employees that have already joined. Several agencies have requested this functionality. GAL Sync will automate the creation and maintenance of contacts across Active Directory by using Microsoft's Forefront Identity Manager synchronization service.

Council members asked how CTS will communicate the information with the agencies. Karen said it is a service inquiry at the moment, and not a project. If we move forward with a formal project, a communication will be sent to the agencies.

Mike McVicker (ESD) asked if it the changes could be implemented in a test environment first. Karen said an exact

replica of our production environment cannot be created, but CTS would work with Microsoft to get as close as possible in a pre-production environment. Mike said the concern is that the entire GAL/state could be down.

Karen said there is more work and evaluation necessary before a final decision can be made. Next steps are to complete more detailed design work, define costs, and bring the information back to the Council.

Action Items

CTS will prepare a conceptual design for GAL Sync.

CFN Sunset

Bruce Shurtz (CTS) said the Campus Fiber Network service on the Capitol Campus has been in existence since the late 1990's and is scheduled for decommission. The equipment, technology and design comprising it are no longer a supportable service for CTS. The service will be sunset effective September 2013, and replaced by the State Metropolitan Optical Network (SMON). SMON provides better service, more reliability, and in most cases agencies will see a cost reduction.

Action Items

Bob Lanouette (LNI) would like to discuss a cheaper storage solution for one of his services (doesn't have to be in the cloud).

Post documents/information related to ADFS so agencies can access them.

Bruce will meet with Grant Rodeheaver to see if WSDOT can change over to SMON before November 1st.

Bruce will meet with Debbie Stewart to discuss Ecology's rate change as a result of moving to SMON.

Next Meeting

November 7, 2012
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA